

## REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

**RFQ NUMBER** : 2332600017  
**DATE** : 06.01.2026  
**REQ No** : 1032600002  
**REQ TITLE** : 1-TOSHIBA Elevators  
**DELIVERY LOCATION**  
**CLOSING DATE** : 12.01.2026  
**CLOSING TIME** : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	<p>DEWA-CONFIDEN##ALCOMPREHENSIVEMAINNCE CONTRACT OF TOSHIBA ELEVATORS AT G+1OFFICE BUILDING (DEWA OFFICE) ON PLOT NO: 6710 102, AL BARSHA, DUBAI</p> <p>SCOPE OF WORK &amp; TECHNICAL SPECIFICATIONS1. GENERAL REQUIREMENTS1.1 SITE ASSESSMENT# THE OEM CONTRACTOR SHALL PERFORM A DETAILED INSPECTION OF ALL ELEVATORS LOCATED AT THE (G+1 OFFICE BUILDING (DEWA OFFICE) ON PLOT NO: 6710102, AL BARSHA, DUBAI). THE ASSESSMENT SHALL COVER SYSTEM OPERATIONAL CONDITIONS, SAFETY CHECKS, REQUIRED SPARE PARTS, AND MODERNIZATION RECOMMENDATIONS (IF APPLICABLE).# FINDINGS SHALL BE DOCUMENTED, AND A COMPREHENSIVE LUMP-SUM QUOTATION, INCLUDING PREVENTIVE, CORRECTIVE MAINTENANCE AND SPARE PARTS, SHALL BE PROVIDED.1.2 CONTRACTOR QUALIFICATION# THE CONTRACTOR MUST POSSESS A MINIMUM OF FIVE</p>	1	NO				

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			YEARS OF PROVEN EXPERIENCE IN THE MAINTENANCE OF TOSHIBA ELEVATORS OR EQUIVALENT HIGH-RISE ELEVATOR SYSTEMS. # THE CONTRACTOR SHALL PROVIDE TRADE LICENSES, THIRD-PARTY CERTIFICATION (SUCH AS DM APPROVAL), SAFETY RECORDS, AND CLIENT REFERENCES. # THE MAINTENANCE TEAM MUST INCLUDE CERTIFIED LIFT TECHNICIANS AND LICENSED ELECTRICAL ENGINEERS. 1.3 CONTRACT DURATION # THE AMC DURATION SHALL BE FOR TWELVE MONTHS FROM THE DATE OF AWARD, WITH THE POSSIBILITY OF RENEWAL SUBJECT TO SATISFACTORY PERFORMANCE. DEWA-CONFIDENTIAL # AL1.4 COMPLIANCE # ALL SERVICES MUST COMPLY WITH DUBAI MUNICIPALITY (DM), DEWA INTERNAL POLICIES, EMIRATES AUTHORITY FOR STANDARDIZATION AND METROLOGY (ESMA), AND OTHER APPLICABLE UAE REGULATIONS. # MANDATORY THIRD-PARTY ELEVATOR LOAD TESTING AND CERTIFICATION (AUTHORITY-APPROVED) MUST BE						

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			OBTAINED.1.5 EQUIPMENT DET AILS DOOR TYPE: #MODEL: #CAPACITY #SPEED #STOPS #CO #ELEVATOR-PASSENGER #1050 #60 #2 #2. SCOPE OF WORK2.1 PLANNED PREVENTIVE MAINTEN ANCE SERVICES# PREVENTIVE MAINTENANCE SHALL BE CARRIED OUT MONTHLY (12 VISITS PERANNUM PER EQUIPMENT), STRICTLY AS PER TOSHIBA LATES T MANUFACTURERGUIDELINES.# EACH PPM SHALL BE PERFORMED IN THE PRESENCE OF DEWA CIVIL DEPARTMENTSTAFF AND DOCUMENTED WITH DETAILED CH ECKLISTS.# PPM ACTIVITIES SHALL INCLUDE BUT NOT BE LIMITED TO:# INSPECTION OF MECHANICAL, ELECTRICAL, AND SAFETY COMPONENTS.# LUBRIC ATION OF MOVING PARTS AND ADJUSTMENT OF ELEVATOR CAR DOOR ANDSHAFT EQUIPMENT.# CALIBRATION AND TESTING OF LIMIT SWITCHES, SAFETY GEA R, AND ALARMSYSTEMS.# CLEANING OF ELEVATOR SHAFTS, PITS, CONTROL PANELS, AND MACHINE						

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			ROOMS, BEARINGS, AND WEAR INDICATORS.# LOAD TESTING AS PER SAFETY PROTOCOLS.# UPDATING MAINTENANCE LOGS AFTER EACH VISIT.# MANDATORY THIRD-PARTY TESTING AND CERTIFICATION (DM-APPROVED) MUST BE OBTAINED.# SUBMISSION OF A DETAILED PPM REPORT, SIGNED BY DEWA CPE&WMREPR ESENTATIVE, AFTER EACH VISIT.2.2 EMERGENCY AND BREAKDOWN MAINTENANCE# THE CONTRACTOR SHALL PROVIDE 24/7/365 EMERGENCY BREAKDOWN SERVICES WITH THE FOLLOWING REQUIREMENTS:# IMMEDIATE RESPONSE UPON NOTIFICATION.# MOBILIZATION OF SERVICE PERSONNEL WITHIN 2 HOURS FOR CRITICAL ISSUES SUCH AS ELEVATOR ENTRAPMENT.# ISOLATION, TROUBLESHOOTING, AND RECTIFICATION OF FAULTS ENSURING MINIMAL DOWNTIME.# BREAKDOWN SERVICES INCLUDE:# REPLACEMENT OF FAULTY ELECTRICAL AND MECHANICAL						

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			COMPONENTS.# TESTING OF THE ENTIRE ELEVATOR SYSTEM AFTER FAULT RECTIFICATION.# SAFETY CERTIFICATION BEFORE RE-COMMISSIONING THE EQUIPMENT.2.3 REPAIRS TO EQUIPMENT# ALL MINOR AND MAJOR REPAIR WO RKS ARE INCLUDED IN THE CONTRACT.# THE CONTRACTOR SHALL:# SUPPLY ALL LABOR, TOOLS, AND CERTIFIED PARTS.# REPAIR OR REPLACE WORN-OUT COMPONENTS SUCH AS DOOR OPERATORS, CONTROLLERS, PUSH BUTTONS, AND MOTORS.# CONDUCT MAJOR REPLACEMENTS ONLY AFTER PRIOR APPROVAL FROM DEWA. DEWA-CONFIDENTIAL# REPAIRS SHALL MAINTAIN THE ORIGINAL MANUFACTURER# SPECIFICATIONS AND STANDARDS.2.4 SPARE PARTS & CONSUMABLES# THE CONTRACTOR SHALL MAINTAIN AN ADEQUATE STOCK OF CRITICAL SPAREPARTS TO MINIMIZE DOWNTIME.# ONLY GENUINE OEM (ORIGINAL EQUIPMENT MANUFACTURER) TOSHIBA PARTS SHALL BE USED.# AN APPROXIMATE CRITICAL						

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			SPARE PARTS LIST MUST BE SUBMITTED WITH THEAMC PROPOSAL L.3. DELIVERABLES & DOCUMENTATION THE CONTRACTOR SHALL PROVIDE AND MAINTAIN A STRUCTURED MICROSOFT 365 SHARED FOLDER FOR ALL PROJECT DOCUMENTATION, INCLUDING: # MAINTENANCE SCHEDULES (PLANNED VS. ACTUAL) # MAINTENANCE LOGS (PPM AND BREAKDOWN) # UPDATED ASSET LIST (ELEVATOR UNITS WITH MODEL/SERIAL NUMBERS) # SPARE PARTS INVENTORY RECORDS # PPM AND CORRECTIVE MAINTENANCE REPORTS (SIGNED COPIES) # THIRD-PARTY CERTIFICATION REPORTS (DM APPROVED) # INCIDENT REPORTS FOR MAJOR FAULTS # MONTHLY PERFORMANCE REPORTS # SUMMARIZING TASKS, FAULTS # RECTIFIED, PARTS REPLACED # ANNUAL MAINTENANCE SUMMARY REPORT WITH RECOMMENDATIONS FOR SYSTEM UPGRADES OR LIFECYCLE IMPROVEMENTS DEWA-CO NFIDEN## # AL# ESCALATION FOR EMERGENCIES						

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			AND OPERATIONAL ISSUES4. PENALTIES FOR NON-COMPLIANCE NON-COMPLIANCE EVENT #PENALTY #D ELAY IN EMERGENCY RESPONSE BEYOND 3 HOURS #5% DEDUCTION PER DELAYED HOUR FROM QUARTERLY AMC INVOICE #MISSED MONTHLY PPM VISIT #10% DEDUCTION PER MISSED VISIT FROM QUARTERLY AMC PAYMENT #LATE SUBMISSION OF MAINTENANCE REPORTS #2% DEDUCTION PER DELAYED REPORT#USE OF NON-OEM PARTS WITHOUT APPROVAL #10% PENALTY ON INVOICE AND MANDATORY PART REPLACEMENT #REPEATED NON-COMPLIANCE (MORE THAN 3 INSTANCES) #PERFORMANCE REVIEW AND POSSIBLE CONTRACT TERMINATION #5. HEALTH, SAFETY & ENVIRONMENTAL (HSE) REQUIREMENTS# ALL CONTRACTOR STAFF MUST FOLLOW DEWA'S SITE-SPECIFIC SAFETY RULES AND UAE LABOR LAWS.# SITE-SPECIFIC RISK ASSESSMENTS, METHOD STATEMENTS, AND EMERGENCY RESPONSE						

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			<p>ONSE PLANS MUST BE SUBMITTED AND OBTAIN PTW BEFORE CONTRACT COMMENCEMENT.# CONTRACTOR TO ENSURE PROPER DISPOSAL OF WASTE MATERIALS (USED PARTS, LUBRICANTS) AS PER ENVIRONMENTAL REGULATIONS.6. PAYMENT TERMS# PAYMENTS SHALL BE MADE QUARTERLY, UPON SATISFACTORY COMPLETION OF SCHEDULED PREVENTIVE MAINTENANCE AND BREAKDOWN SERVICES, SUBJECT TO: DEWA-CONFIDENTIAL# AL# SUBMISSION OF DULY SIGNED MAINTENANCE REPORTS BY DEWA CIVIL DEPARTMENT STAFF.# NO OUTSTANDING PENALTIES FOR SLA BREACHES.7. COMPLIANCE &amp; APPROVALS# THE CONTRACTOR MUST SUBMIT A COMPLIANCE STATEMENT CONFIRMING ADHERENCE TO ALL RELEVANT STANDARDS AND REGULATIONS.# ANY DEVIATION FROM SCOPE OR SCHEDULE MUST BE PRE-APPROVED BY DEWA IN WRITING.8. SERVICE LEVEL AGREEMENT (SLA) MATRIX SLA CATEGORY #KPI / REQUIREMENT# PERFORMANCE TARGET #EMERGE</p>						

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			NCY RESPONSE #RESPONSE TO CRITICAL FAULTS #WITHIN 2 HOURS #PPM COMPLETION #MONTHLY PPM VISITS COMPLETED #100% ON SCHEDULE #MINOR REP AIRS #RECTIFICATION TIMELINE #WITHIN 24 HOURS #MAJOR REPAIRS #RECTIFICATION TIMELINE #WITHIN 72 HOURS OR MUTUALLY AGREED #REPORT SUBM ISSION #AFTER PPM OR BREAKDOWN #WITHIN 2 WORKING DAYS #MONTHLY REPORTING #SUBMISSION OF ACTIVITY REPORTS #BY 5TH WORKING DAY OF THE MONTH #ANNUAL SUMMARY REPORT #SYSTEM PERFORMANCE AND IMPROVEMENT PLAN #1 MONTH BEFORE CONTRACT EXPIRY #GENERAL CONDITIONS# THE CONTRACT OR AT DEWA WORK PREMISES SHALL FOLLOW DEWA SAFETY & ENVIRONMENT POLICY, RULES AND REGULATIONS DURING THE CONTRACT PERIOD.# THE CONTRACTOR SHALL CARRY OUT RISK ASSESSMENT FOR ALL HIS WORKS. THIS RISK ASSESSMENT SHALL BE FROM SAFETY AS WELL AS OCCUPATIONAL						

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			HEALTHCONSIDERATIONS. (DEWA FORMAT TO BE USED).DEWA-CONFIDENTIAL#AL# TOOLBOX TALKS SHOULD BE GIVEN TO THE WORKERS BY THEIR SUPERVISOR, COPY OF WHICH SHALL BE GIVEN TO DEWA.# NO WELDING, FLAME HEATING OR CUTTING, GRINDING, PNEUMATIC CHIPPING, ETC. SHALL BE CARRIED OUT WITHOUT SPECIFIC CLEARANCE FROM DEWA THROUGH "HOT WORK PERMITS". THE HOT WORK PERMIT IF REQUIRED SHALL BE OBTAINED ON DAILY BASIS.# THE CONTRACTOR SHALL AT NO TIME KEEP INFLAMMABLE SUBSTANCES IN THE PLANT/WORK AREAS.# ALL HAZARDOUS WASTES SHALL BE MOVED UNDER DIRECTION FROM AND WITH WRITTEN APPROVAL TO DEWA SPECIAL STORAGE AREA. THE CONTRACTOR'S WORK WILL FALL WITHIN THE PURVIEW OF SAFETY SURVEYS CONDUCTED REGULARLY BY THE DEWA SAFETY SECTION. ALL THE WORKMEN SHOULD WEAR NECESSARY PPE'S LIKE UNIFORM, SAFETY SHOES AND HELMET WHILE AT						

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			WORK.# AL L CRANES, VEHICLES, SPECIAL TOOLS OF CONTRACTOR SHALL BE INSPECTED AND TESTED BY CAPAB						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

**SPECIAL NOTES / INSTRUCTIONS:**

1-TOSHIBA Elevators

Comprehensive Annual Maintenance Contract for TOSHIBA Elevators

NOTE: Kindly Obtain Quotation from OEM M/S TOSHIBA.

Contact Person: Mr.M.Thomaskutty on 050-3014789

Payment Terms: 100% on statutory completion.

Site Visit Date: 08.01.2026

**STANDARD TERMS & CONDITIONS**

- 1) Prices should be 'DDP' delivery duty paid at DEWA stores.
- 2) Quotation to be submitted only in local currency U.A.E Dirhams

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3) DEWA Standard payment terms is '30 days credit' from the date of acceptance of material

4) No DEWA staff or his or her relatives up to third degree should have ownership or partnership in your company, and your participation in DEWA tenders / RFQs should not constitute a Conflict or perceived Conflict of Interest.

5) The offered product and/ or services in the Quotation, shall be conforming and in accordance with DEWA Energy Management Policy & EnMS Manual.

6) Confidentiality Clause: The Supplier/Service Provider shall treat all information and data (excluding open data) contained in the Purchase Order or obtained by the Supplier/Service Provider in connection with the execution of Works as proprietary and strictly confidential. In particular, the Supplier/ Service Provider shall not publish or disclose any data or information including but not limited to personally identifiable information, government data, project details, specifications, drawings or photographs concerning the Works to any third parties without the prior written consent of the Employer.

If the Supplier/Service Provider is obligated to obtain NOCs / Permits /Permissions for the Project from Government agencies as per the terms and scope of the Contract, the Supplier/Service Provider shall submit only the specific data required for the purpose to the authorized team of the agency, through their prescribed channel / system, subject to information security requirements

The Supplier/Service Provider shall comply with all the applicable data protection laws and regulations.

**SUPPLIER'S REMARKS :**

**SUPPLIER'S SIGNATURE AND STAMP**